



Maine Department of Transportation
Direct Hire Vacancy Announcement
Customer Representative Associate 1 – Ferry
Repost

Bulletin 15-100

CODE: 6596

RANGE: 11

SALARY: (\$12.02 – \$16.84 hourly)

Value of State-paid Health & Dental Insurance – Effective July 1, 2015

\$390.86 bi-weekly: Less than or equal to \$30,000.00 – 5% Employee Contribution of Premium

\$370.98 bi-weekly: Greater than \$30,000.00 or equal to \$79,999.00 – 10% Employee Contribution of Premium

Value of State's share of employee's retirement: 15.3% of pay

SEARCH OPENED: October 8, 2015

CONTACT: Beth Getchell

CLOSING DATE: Open Continuously

TELEPHONE: (207) 624-3071

POSITION TYPE: Permanent Intermittent

LOCATION: North Haven

POSITION #: 02530-0808

BUREAU/DIVISION: Bureau of Maintenance & Operations – Ferry Service/Multimodal Operations

JOB DESCRIPTION: This position is responsible for selling tickets, collecting appropriate fares in accordance with published tariff and managing the ferry vehicle queue and the enforcing lineup procedures for persons and vehicles using vessels or parking facilities of the Maine State Ferry Service (MSFS). The incumbent will count the number of tickets sold and money collected during their assigned shift, prepare shift activity/cash report, prepare and maintain record of monetary deposits and receipts, provide schedule, fare and other information to MSFS customers and to the general public in person and via telephone. Positions in the main office provide basic administrative support and may be assigned a variety of clerical duties. This position helps maintain the terminal interior/exterior. Training will be provided in security awareness, screening of vehicles, passengers and the operation of security/security communications equipment. Work involves weekends, holidays and those hours necessary to cover for staff on leave. Performs other duties as required or requested by immediate supervisor.

MINIMUM QUALIFICATIONS: Training, education, or experience in office and administrative support work that demonstrates 1) competency in applying a solid knowledge of the principles and practices of quality customer service to perform complex work in assisting the public on matters such as communication transmissions, employment, ferry, social, or public services; and 2) ability to use independent judgment in handling exceptions to established work assignments, priorities, and schedules. All positions in this classification assume the qualifications of: Customer Representative Assistant I and Customer Representative Assistant II.

LICENSING/REGISTRATION/CERTIFICATION REQUIREMENTS: Position requires a valid Class C Maine Driver's License. 30-days to obtain a TWIC Card (Transportation Worker Identification Credential Card.) Card provided by TSA – Transportation Security Administration.

SELECTION PROCESS: Applicants must forward a letter of interest and Direct Hire application and copies of post-secondary transcripts, licensing/registration/certifications, etc. to: MaineDOT, Human Resources, Attn: Beth Getchell, 16 State House Station, Augusta, ME 04333-0016. Internal transfers (those already in the above classification for MaineDOT) who are interested in an interview may contact Beth Getchell at 624-3071 to be interviewed along with certified candidates. Applications are available by calling, (207) 624-3050 and are also on the MaineDOT website: <http://www.maine.gov/mdot/jobs/index.shtml>. Specific questions relating to this position can be directed to Jenni Goodell at 596-5400.

PLEASE NOTE: AN EMPLOYEE WHO TRANSFERS TO A POSITION IN THE PRO/TECH, SUPERVISORY, OR ADMINISTRATIVE SERVICES BARGAINING UNITS OF MSEA MUST REMAIN IN THAT POSITION A MINIMUM OF SIX (6) MONTHS BEFORE HE/SHE IS ELIGIBLE TO APPLY FOR ANOTHER TRANSFER. THIS REQUIREMENT DOES NOT APPLY TO SEASONAL EMPLOYEES

MAY BE REPRODUCED TO SATISFY BULLETIN BOARD DISTRIBUTION

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